



FIELD SERVICE BULLETIN

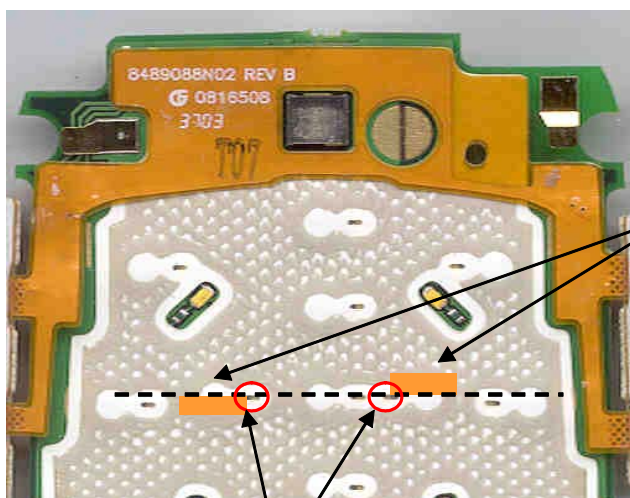
FSB Number: BJCCFSB2004-142
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Total No. Of Pages: 3
Subject: **GSM Triplets – Navigation key falsing**
Model Affected: GSM V300, V303, V400, V500, V525, V600
Level of Repair: 1 & 2

Problem

Service is aware of an issue, identified in the 2nd 200 NPI Analysis of GSM Triplets, affecting the operation of left or right navigation key. Some units, returned with a customer complaint of “Main Keypad, No function/ hangs”, were found with left or right navigation key intermittent . Analysis has revealed the key falsing mainly occurs on Rev D PCB, caused by the two keys(left & right) with contact area smaller than others during keypad dome collapsing.

Solution

Short Term: Paste two Kapton tapes (3x5mm) beneath left & right navigation key plungers shown as Diagram 1. This short term solution had been implemented in factory from Jan 10,2004. (P/N changed from 4089226N01 to **4089226N02**, available since April, 2004.)



Paste 2 Kapton tapes
(3x5mm) on left and
right navigation key

Air Hole

Diagram 1

NOTE:

- 1.The edge of tapes should be pasted in parallel with the broken line connecting the two air holes of left and right navigation key.
- 2.The top right corner/down left corner of the tapes should be near the air holes but NOT overlay the air holes.

Long Term: Design and implement a new PCB revision as a permanent solution. The solution is to make the navigation key a 2-pole design which should eliminate the falsing.

Field Service Action

Customer Returns:

For Triplets phones (GSM V300, V303, V400, V500, V525,V600) returned to Service Centre with the Customer Complaint of “Main Keypad,No function/ hangs”, please follow the procedure below:

1. Confirm with customer if left or right Navigation key intermittent or poor tactile. Then check keypad Mylar. If the keypad Mylar is required to replace, and then replace a new Mylar with part number **4089226N02**.
2. Retest the unit per the Customer Complaint to verify unit is repaired and does not exhibit failure symptoms. If unit is not repaired, then proceed with normal troubleshooting techniques as per the customer complaint.

Service Inventory:

Please stock the 4089226N02 Mylar for use on Triplets Products.

Call Center Action:

If the customer calls with any of the above mentioned symptoms, please direct customer to have their phone serviced per this FSB.

Service Entry Codes

Please ensure that repairs of this type are logged on to the applicable database as follows:

Global M-Claims Codes:

Customer Complaint Codes: MKP01 (Main Keypad - No function/ hangs)
Problem Found Code: MKP02 (Main Keypad - Poor Tactile)
REF Designator Code: N/A
Repair Code: RPT06 (Replace Part - CSB/FSB)

EPPRS Code:

Complaint Code: 72 (Keypad Faulty - Intermittent)
Root Cause Code: 39 (Mylar misplaced on Keyboard)



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PRC E-service Entry Codes:

Complaint Code: 2101(Main Keypad - No function/ hangs)
Root Cause Code: 1206 (Replace Part - CSB/FSB)